

NORTEL NORSTAR

Compact ICS
Telephone Feature Card



Using Norstar features

Using a Norstar* feature

1. Press and enter the desired feature code on the dial pad.
or
Press a programmed memory button.
2. Follow the display messages.
On a two-line display telephone, some features are also available on display buttons.

Programming memory buttons

You can program memory buttons for one-touch access to frequently used features.

1. Press * .
2. Press the memory button that you want to program. (This step is not necessary on the M7100 telephone.)
3. Press and enter the feature code on the dial pad.

You can also program frequently dialed numbers, using:

- * External autodial: Store an external number for one-touch dialing.
 * Internal autodial: Store an internal number for one-touch dialing.

See your Telephone User Card for details.

You cannot program line, intercom, answer, or Handsfree/Mute buttons.

Norstar features

Background Music

Cancel #

Listen to music (provided by your office) through your telephone speaker when you are not on a call.

Button Inquiry

*

Check what is programmed on any button. Useful when labeling buttons.

Call Duration

Briefly display the approximate length of your current or most recent call.

Call Forward

Cancel #

Send your calls to another telephone in your Norstar system.

Call Park

Put a call on hold so that it can be picked up from any telephone in your Norstar system. The display shows a three-digit retrieval code.

To retrieve a parked call, press and dial a retrieval code on any telephone in your Norstar system. On the M7100 telephone, just lift the receiver and dial the retrieval code.

Call Pickup - directed

Answer any ringing telephone.

Press and dial that telephone's extension number.

Call Pickup - group

Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.

Call Queuing

Feature

Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

Camp-on

Feature

Re-route a call to another telephone, even if all its lines are busy.

Press Feature , then dial the extension number of the receiving telephone.

Custom Call Routing(CCR)

Feature

Turn CCR on or off. You must enter the System Coordinator or Basic password.

Class of Service password

Feature

Change the dialing filters on a line or telephone for your next call, or gain external access to your system. Dialing filters determine which numbers you can dial.

Press Feature and enter a password provided by your system coordinator to change your class of service.

Conference

Feature

Establish a conference call between yourself and two other parties.

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. After the second call is connected, press Feature .
5. Press the line or intercom button of the first held call (not required on the M7100 telephone).
6. Press to end the conference call.

To remove yourself from a conference permanently (unsupervised conference):

Press Feature . The other two callers remain connected. (Some external lines may not support this feature. See your system coordinator.)

To put a conference on hold:

Press . The other two callers can still talk to each other.

To split a conference:

Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference, press Feature .

To disconnect one party:

Press the line or intercom button of the caller you want to disconnect, then press . Press the line or intercom button of the remaining caller to resume your conversation.

To independently hold two calls:

Press the line or intercom button of the first caller, then press . The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press Feature , then retrieve the second call from hold.

Contrast adjustment

Feature

Adjust the contrast of your display.

Press Feature , then press a number from to (depending on your telephone). Press to set your choice.

Dialing modes

Feature

Choose one of three methods of dialing.

1. Press Feature .
2. Press to select the mode.
3. Press to store the mode.

Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)

Automatic Dial: Dial the number without choosing a line button first. Your prime line is automatically selected for the call.

Pre-Dial: Dial the number, then press a line button to place the call. Edit the number by pressing   before placing the call.

Do Not Disturb

Feature  8 5

Cancel Feature  # 8 5

When you are not on a call, to prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.

Group Listening

Feature  8 0 2

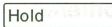
Cancel Feature  # 8 0 2

Use both the receiver and speaker while you are on a call. To avoid electronic feedback, keep the receiver away from the speaker during the call, and press  to hang up.

Hold

Hold 

Temporarily suspend a call.

To retrieve a held call, press the button next to the flashing indicator. (Press  on the M7100 telephone.)

Exclusive Hold

Feature  7 9 or Feature  Hold 

Temporarily suspend a call and prevent other telephones from picking it up.

Language Choice

Feature  * 5 0 1

Select English as the language for the telephone display.

Feature  * 5 0 2

Select French as the language for the telephone display.

Feature  * 5 0 3

Select Spanish as the language for the telephone display.

Last Number Redial

Feature  5

Automatically redial the last external telephone number that you dialed.

Line pools

Feature  6 4

With a line pool, telephones can share several lines for making calls.

1. Press Feature  6 4 or Intercom .
2. Enter a line pool access code. (See your system coordinator for a list.)

Line Redirection

Feature  8 4

Cancel Feature  # 8 4

Send calls arriving on an external line to another telephone outside your Norstar system. (Some external lines may not support this feature. See your system coordinator.) This feature is not available on the M7100 telephone.

Link

Feature  7 1

Generate a Link signal  to access a PBX or other host exchange.

Long Tones

Feature  8 0 8

Generate a tone for as long as you hold down a button. This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.

Messages

Feature 1

Cancel Feature # 1

Send a message to a Norstar telephone's display to have someone call you back.

To view and reply to your messages

1. Press Feature 6 5.
2. Press * and # to view your message list.
3. Press 0 to call the person who left you the message.

To erase a message

1. Press Hold while viewing a message.

Moving line buttons

Feature * 8 1

Change the position of your line or hunt group buttons.

1. Press Feature * 8 1.
2. Press the line button that you want to move.
3. Press the button to which you want to move the line.
4. Press Rls. The two buttons are exchanged.
5. Switch the button caps.

Line buttons cannot be exchanged with intercom, Answer or Handsfree/Mute buttons.

Name and number blocking

Feature 8 1 9

Cancel Feature # 8 1 9

Block the outgoing name and/or number on a per-call basis.

1. Press Feature 8 1 9.

Page

Feature 6 0 and code (1 to 3) and zone (1,2,3, or None)

Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3).

Page announcements are programmed to time-out after a pre-selected amount of time which is set by your installer.

Internal page

Feature 6 1 and zone (1,2,3, or None)

Make a page announcement to all, or to a specific group of Norstar telephones, through the telephone speakers.

External page

Feature 6 2

Make a page announcement through an external loudspeaker system.

Internal and external page

Feature 6 3 and zone (1,2,3, or None)

Make a page announcement through both your Norstar telephone speakers and an external loudspeaker system.

Pause

Feature 7 8

Program a 1.5 second delay , into an external autodial sequence.

For pulse dialing, * also inserts a 1.5 second delay.

Priority Call

Feature 6 9

Interrupt a person who is on a call or using Do Not Disturb.

A person on another call can press Feature 8 5 to block your priority call.

Programmed Release

Feature * 8 9

Program at the end of an external autodial number to automatically release  the call.

Ring AgainFeature Cancel Feature

Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

Ring typeFeature

Select a distinctive ring to help differentiate between your telephone and others nearby.

1. Press Feature .
2. Enter the ring type number (to).
3. Press Hold .

RingFeature

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

Run/StopFeature

Store more than one autodial number or external carrier feature code on one memory button by inserting a break point **■** between numbers or codes. The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.

Saved NumberFeature

Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

Service Schedules**Show services**Feature

Display the services that have been turned on at a designated control set.

Ringing serviceFeature Cancel Feature

Turn on one of six schedules for alternative ringing/call answering arrangements from a designated control telephone.

Restriction servicesFeature Cancel Feature

Turn on one of six schedules for alternative restrictions on particular lines or telephones from a designated control telephone. You are required to enter the System Coordinator password.

Routing servicesFeature Cancel Feature

Turn on one of six schedules for alternative routing on particular lines or telephones from a designated control telephone. You are required to enter the System Coordinator password.

Speed DialFeature

Dial an external telephone number using a two-digit code. There are two types of speed dial codes: system (01 to 70) and personal (71 to 94). System speed dial codes can be used from any Norstar telephone in the system. They are assigned by your system coordinator. User speed dial codes are used exclusively at your telephone.

To make a call using a speed dial code:

1. Press Feature .
2. Enter the two-digit code for the number (01 to 70 for system speed dial, 71 to 94 for User Speed Dial).

To program User Speed Dial numbers:

1. Press **Feature** * .
2. Enter a two-digit code from 71 to 94.
3. Specify the external line by pressing a line button, a line pool button, or the intercom button. If you don't specify the line, the system automatically chooses a line for the call.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press **Hold** .
6. Record the code and number you have just programmed.

You cannot program User Speed Dial numbers while someone else is programming your Norstar system.

System Answer

Feature *

Turn System Answer on or off. You must enter the System Coordinator or Basic password.

Test a telephone

Feature

Test the telephone display, buttons, speaker, handset or headset (if available) and power supply. See the *System Coordinator Guide* for further instructions.

Time

Feature

Briefly display the time and date while you are on a call.

Feature

Cancel **Feature** #

Replace message or call information on the display with the time and date.

Time & date

Feature * *

Enter a password provided by your system coordinator to change the time and date on all sets with a display in your Norstar system.

Transfer

Feature

Send a call to another telephone within your Norstar system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines.

1. Make or answer a call.
2. Press **Feature** .
3. Call the person to whom you want to transfer the call.
4. Stay on the line if you wish to speak to the person first.
5. Press **Rls** to complete the transfer.

If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings again at your telephone.

Trunk Answer

Feature

Answer an external call on a line that has been placed into a Ringing Service schedule from any telephone in your Norstar system. This feature does not work for a private line.

User Preference

Feature * *

Make changes to your button programming, User Speed Dial numbers, call log, dialing options, display language, contrast, and ring type. See your system coordinator for the password to access this programming.

Voice call

Feature

Make a voice announcement or begin a conversation through the speaker of another Norstar telephone without first making the other telephone ring.

Voice call denyFeature **Cancel** Feature

Prevent your telephone from receiving voice calls. As well, (Do Not Disturb)

Feature prevents your telephone from receiving voice calls.

Wait for dial toneFeature Program an external autodial number to prompt the system to wait to receive dial tone **55** from another system before proceeding with the dialing sequence.

Call Display Services

The following features are only available if you subscribe to Call Display services from your local telephone company.

AutobumpingFeature **Cancel** Feature

Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.

Call InformationFeature Display the name, number, or line name of a ringing or held call. Press to move through the information displays.

Call LogFeature

Call Log displays use the following special characters:

- 1 (underline) identifies a new item
- ☎ identifies answered calls
- 5 identifies long distance calls
- / identifies that the information has been shortened

To view your Call Log

1. Press to view old items.
Press to view new items.
Press to return to the last viewed item.
2. Press and to move through your items.
3. Press to view more information on an item.

To erase a Call Log entry

1. Press while viewing an item.

To return a call from your Call Log

1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long distance dialing or line pool access, or remove numbers using .
3. Press a line button then lift the receiver.

Call Log optionsFeature Select the type of calls that will automatically be stored in your Call Log. Press to see the next setting. Press to select the displayed setting.

Call Log passwordFeature

Program a four-digit password for your Call Log. To remove a forgotten password, see your system coordinator.

Log a callFeature

Store caller information for your current call in your Call Log.